

REPORTS TO COUNCIL - FOR COUNCIL DECISION

ITEM NUMBER	13.5
SUBJECT	Q4 Progress Report - Delivery Program and Operational Plan 2023/24
REFERENCE	F2024/00282 - D09397548
REPORT OF	Corporate Strategy Manager

CSP THEME: FAIR

WORKSHOP/BRIEFING DATE: NIL

PURPOSE:

To present the Quarter Four (Q4) progress report on implementing the Delivery Program 2022-26 and Operational Plan (DPOP) 2023/24, and a proposed amendment to the DPOP 2024/25 (Fees & Charges) with the addition of a new 'Pre-Construction Coordination Fee' for public exhibition.

RECOMMENDATION

- (a) That Council receive and note the Quarter Four progress report on the DPOP 2023/24.
- (b) That Council endorse for the purposes of a 28-day public exhibition, the proposed amendment to the Fees and Charges 2024/25 (part of the DPOP 2024/25) with the addition of a new Pre-Construction Coordination Fee.

BACKGROUND

1. The Local Government Act 1993 via the Integrated Planning and Reporting Guidelines 2021 requires that the General Manager (Chief Executive Officer) provide progress reports to the Council with respect to the principal activities detailed in the Delivery Program at least every six months.
2. At its meeting of 26 June 2023, Council adopted an updated Delivery Program for 2022-2026, inclusive of the Year 2 Operational Plan and Budget for 2023/24 (together known as the 'DPOP'). The DPOP addresses Council's efforts in achieving the six Strategic Goals of the City's Community Strategic Plan (CSP) – *Fair, Accessible, Welcoming, Green, Thriving, and Innovative*.
3. The DPOP, which also includes an annual schedule of Fees & Charges, was further updated for the 2024/25 Financial Year and adopted by Council at its meeting of 24 June 2024.

DPOP PROGRESS REPORT – QUARTER FOUR 2023/24

4. The Q4 Progress Report (the Report) at Attachment 1 provides an update on progress made in the 2023/24 financial year against the Projects and Key Performance Indicators (KPIs) in the DPOP. An Exceptions Report listing only Projects 'off track' or 'on hold', and KPIs 'not achieved', is provided in the Report.

5. After notation by Council, the Report will be published on the *Quarterly and Annual Reporting* section of Council's website.

Q4 2023/24 status summary of Projects and Key Performance Indicators (KPIs)

6. At 30 June 2024, 81% of Council's 91 DPOP Projects were reported as either completed or progressing on track. A further 17% were reported as either progressing, off-track or on hold.
7. Reporting cited causes for off-track projects including wet weather, equipment purchases delays, dependencies on external stakeholder response and direction (e.g. State Government, legislation changes) impacting project timelines, and organisational realignment impacting project resourcing and timeframes.

Project status	#	%
Completed	34	37%
Progressing – on track	40	44%
Progressing – off track	13	14%
On hold / stopped	3	3%
Not due to start	1	1%

8. At 30 June 2024, 61% of Council's 94 DPOP KPIs were reported as achieved or on track to achieve their targets. 24% were reported as not achieved.
9. Reporting for not achieved KPIs indicated that overall utilisation and community satisfaction results were impacted by an increase in demand for some services, the opening, closure, and relocation of key community facilities, as well as resourcing impacts and ongoing process reviews. Some results also reflected wider industry trends (e.g., theatre attendance).
10. 14% of KPIs were reported as 'data not available' due to changes in reporting methodologies and engagement survey processes.

KPI status	#	%
Achieved / on track	57	61%
Not achieved	23	24%
Data not available	13	14%
Not due	1	1%
Total	94	100%

11. The Report for Q4 also includes annual comments which will be used to inform Council's Annual Report 2023/24, scheduled for completion by 30 November 2024.
12. The Annual Report will outline Council's operational performance for the 2023/24 financial year against the key strategic priorities of the CSP, Delivery Program 2022-26 and Operational Plan & Budget 2023/24.

PROPOSED AMENDMENT TO DPOP 2024/25 – FEES & CHARGESCurrent state: Pre-construction coordination of developer-led infrastructure

13. A significant increase in the amount of infrastructure being delivered for Council by developers has created an opportunity to improve the customer service interface between those developers and Council staff responsible for asset delivery and maintenance.
14. At present, there are a number of detailed design considerations, inspections and approval processes that need to be followed after a development consent has been obtained or a voluntary planning agreement has been signed. These processes often run parallel to each other with no clear contact for developers.
15. Council's business as usual approach to infrastructure delivery is not able to keep pace with the volume and complexity of infrastructure that is to be delivered.

Proposed introduction of a new *Pre-construction Coordination Fee*

16. A new Pre-construction Coordination fee is proposed to be levied for developers, which will support funding for a dedicated position in the City Assets and Operations directorate, with an objective to improve customer experience and community outcomes.
17. The new position would work with those delivering future Council assets to define a program of necessary approvals, inspection points, etc.
18. In addition to the improved customer experience, the creation of such an interface position would result in quicker and clearer decision making, leading to greater efficiency in staff resources and in asset delivery, as well as the potential for the delivery of a higher quality of asset for the community.
19. Details of the proposed fee are as follows:

Name	Pricing Policy Category	GST	Year 24/25		
			Fee (Excl GST)	GST	Fee (Incl GST)
Pre-construction coordination fee					
Multi-unit dwellings and commercial	J	Y	\$10,000	\$1,000	\$11,000
Multi-site /Precinct work – either: as above for each site or as negotiated on a bespoke precinct basis.					

20. If endorsed, the proposed new fee will be placed on public exhibition for a period of 28 days prior to the results of community engagement being returned to Council for decision.

CONSULTATION & TIMING

Stakeholder Consultation

21. The following stakeholder consultation has been undertaken in relation to this matter:

Date	Stakeholder	Stakeholder Comment	Council Officer Response	Responsibility
April – June 2024	DPOP reporting officers; Executive Approvers	All business units with reportable items in the DPOP have been consulted to compile the Report, with approvals provided by Executive Directors.	Final draft report finalised.	All directorates and business units, led by Corporate Strategy

LEGAL IMPLICATIONS FOR COUNCIL

22. There are no legal implications for Council associated with this report.

FINANCIAL IMPLICATIONS FOR COUNCIL

23. There are no unbudgeted financial implications associated with this report. The City Planning and Design budget will fund the public exhibition of the proposed new fee.

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ATTACHMENTS:

1 Draft Quarterly Progress Report 56 Pages

REFERENCE MATERIAL